



NEWS RELEASE

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Department of Consumer Affairs Self-Help Brochure Provides Tips to Resolve Consumer Complaints

SACRAMENTO--The California Department of Consumer Affairs (DCA) has created a new self-help brochure that provides useful tips and resources to help consumers resolve complaints and problems that may arise when dealing with businesses.

The self-help brochure offers steps consumers can take to help them make informed decisions before purchasing products from retail stores or entering contractual agreements with health clubs and other businesses.

"This brochure is a simple and useful resource guide for consumers," says DCA Director Charlene Zettel. "Not only does it give consumers important information right at their fingertips, but it also enables the department to work smarter and more efficiently when it comes to answering consumer complaints."

The DCA brochure, which is also available in Spanish, outlines steps consumers can take if a business is unresponsive to their complaints. It also gives the e-mail addresses and phone numbers of local, state and federal agencies that consumers can contact for help.

Some of the organizations listed in the self-help brochure include:

- The State Attorney General's Office
- The Better Business Bureau
- The Federal Trade Commission
- The Consumer Assistance Directory

The consumer self-help brochure is available on the California Department of Consumer Affairs Web site at www.dca.ca.gov. You can click on "Publications" and then to "Consumer Self-Help Guide."

Consumers who do not have access to the Internet can get a brochure by calling the DCA Consumer Information Center at 1-800-952-5210.

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